Amendments to the Claims:

Please amend the claims to read as follows:

1 - 7.   (Cancelled)

8.   (Currently amended)   An internet communications system comprising ~~at least two~~a first user and a second users, ~~the system further comprising~~a first user web chat module and a first user browser, and ~~operably associated therewith, the combination thereof operably connectable over the internet with~~a second user web chat module, the second web chat module further comprising a browser driving module~~,~~; wherein the first user web chat module is integrated with the first user browser to form an integrated combination, and the combination is connectable over the internet with the second user web chat module and its browser driving module ~~the browser driving module operably connectable to the first user browser~~for selectable control of the first user browser by the second user chat module's browser driving module such that the first user browser can thereby be driven to a location on the web selectable by the second user, without operational intervention by the first user.

9.   (Previously Added)   The system of claim 8 wherein the first user is a customer and the second user is an agent.

10.   (Previously Added)   The system of claim 9 wherein the agent is a customer service representative (CSR).

11.   (Currently amended)   The system of claim 9~~8~~ further comprising a plurality of users, third and successive~~each~~ users each having a user web chat module and a user browser ~~operably associated therewith, the~~in an integrated combination like that of the first user, the integrated combination~~thereof~~ for ~~each~~the first, third and successive users ~~operably~~connectable over the

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internet with the ~~agent~~second user web chat module~~, the agent~~ and its browser driving module ~~operably connectable to the plurality of user browsers~~ for selectable simultaneous control of the first, third and successive user browsers by the ~~agent~~second user chat module's browser driving module such that all ~~the~~other user browsers can simultaneously be driven to ~~the~~a same location on the web selectable by the ~~agent~~second user, without operational intervention by any of the other users.

12.   (Currently amended)   The system of claim 8~~8~~9 further comprising a communications process comprised of the following steps:

a ~~user~~the customer clicks on a special hyperlink button on a website accessible to the ~~user~~customer's browser;

the ~~user~~customer is connected to ~~a live~~the agent over the internet via the hyperlink, and a customer web chat module is downloaded to the customer ~~to begin~~ for a real-time web chat with the agent;

the agent controls the ~~user~~customer browser through the customer web chat module to drive ~~it~~the customer browser to a location on the web selected by the agent.

13.   (Currently amended)   A communications process comprised of the following steps:

1.   a ~~user~~customer clicks on a special hyperlink button on a website accessible to the ~~user~~customer's browser;

2.   the ~~user~~customer is connected to ~~a live~~the agent over the internet via the hyperlink, and a customer web chat module is downloaded to the customer ~~to begin~~for a real-time web chat with the agent;

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3.   the agent controls the ~~user~~customer browser <u>through the customer web chat module</u>

to drive ~~it~~<u>the customer browser</u> to a location on the web selected by the agent.

14.   (Currently amended) The system of claim 8 further comprising an iServer, wherein the

first and second users are joined in a <u>virtual</u> channel ~~and communicating~~<u>for web chat</u>

<u>communication with each other</u> through the iServer.

15.   (Currently amended) The system of claim 9 further comprising an iServer, wherein the

~~user~~<u>customer</u> and agent are joined in a <u>virtual</u> channel ~~and communicating~~<u>for web chat</u>

<u>communication with each other</u> through the iServer.

16.   (Currently amended) The process of claim 13 wherein, in step 2, the ~~user~~customer is

connected to the ~~live~~ agent in a <u>virtual</u> channel ~~and they communicate~~<u>for web chat communication</u>

<u>with each other</u> through an iServer.

17.   (Previously Added)   The system of claim 9 further comprising an iServer, wherein usage

by the user and agent is recorded by the iServer.

18.   (Currently amended) The process of claim 13 further comprising the step of

4.   usage by the ~~user~~<u>customer</u> and agent is recorded by an iServer.

19.   (Currently amended) The process of claim 13 further comprising, between step 1 and step

2, the step of

2a.   the ~~user~~<u>customer</u> is placed in a <u>virtual</u> queue while the iServer notifies the agent that

~~user~~<u>the customer</u> has made a request <u>for web chat</u> via the <u>hyper</u>link.

20.   (Cancelled)

21.   (Currently amended) The system of claim 8 further comprising <u>an iServer, a virtual</u>

<u>communications channel and a virtual queue, both associated with the iServer, and</u> a Java client

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web chat application stored on the iServer, the Java client web chat application and distributable to the first user whilewhen the first user is in a userenters the virtual queue on the iServer, waiting to be joined in the channel for communicating through the iServer with the second user.

22.   (Currently amended) The system of claim 9 further comprising an iServer, a virtual communications channel and a virtual queue, both associated with the iServer, and a Java client web chat application stored on the iServer, the Java client web chat application and distributable to the usercustomer whilewhen the usercustomer is in a userenters the virtual queue on the iServer, waiting to be joined in the channel for communicating through the iServer with the agent.

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